

COUNTY OF SAN DIEGO, CALIFORNIA
BOARD OF SUPERVISORS POLICY

Subject

Data/Information and Information Systems

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Purpose

To establish a policy for the effective management, control, protection and integration of County of San Diego (County) data/information and information systems through the planned application of solutions.

Background

In support of County services and programs, the County provides a variety of electronic equipment and services, including desktop and laptop computers, servers, local area networks, Wide Area Network, Internet services, Intranet and Web servers, communications infrastructure devices, fax machines, imaging, photocopying, printing, telephones, voicemail systems, home-based desktop computers and remote access devices (collectively "County information systems"), as well as access to County data/information residing on, created or accessed through those information systems.

County information systems are provided through various means, including ownership and lease. For example, in December 1999, the County outsourced most of its voice and data telecommunications systems to the County's Outsourcing Provider under the IT Service Agreement (Agreement). As of that date, the ownership of all County information systems under the Agreement transferred to the Outsourcing Provider; other County information systems and all County data/information were retained by the County, along with all rights of ownership.

Scope

This policy applies to all agents, custodians and users of County data/information in all formats (i.e. paper, electronic, microfiche) and County information systems.

Policy Statements

It is the policy of the Board of Supervisors that all County information systems be directed centrally through the County Technology Office (CTO), and that their application be consistent with a County-wide approach in planning, acquiring, implementing, integrating and managing such information systems. It is the policy of the Board of Supervisors that the County owns all County data/information, and that designated County departments, offices or agencies are assigned responsibility for managing, protecting and providing access to that data/information.

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As such, the Board of Supervisors directs the following:

1. The major goal of the County information systems solutions is to improve the efficiency and effectiveness of service delivery or organizational operation of the County, its departments, offices and agencies. To this end, proposed County information systems should:
 - Comply with approved County and departmental information systems directions and plans;
 - Be justified by a cost/benefit analysis;
 - Improve the collection, processing, distribution/communication, or management of public or organizational data/information in any media (i.e., voice, video, data);
 - Improve the use of County resources including data/information, services, personnel, facilities, equipment, material or supplies;
 - Enable efficient delivery of services to citizens online not inline whenever possible;
 - Promote e-county business processes through appropriate use of Internet-based channels of service delivery.
2. The Chief Administrative Officer (CAO) will promulgate necessary administrative oversight to accomplish Board of Supervisors policies.
3. All County information systems solutions will comply with approved County plans and departmental information systems strategic directions.
4. Implementation of all County information systems solutions will be identified with input from the departments and planned in a multi-year integrated Information Systems strategic direction document. The CTO will present this plan to the CAO annually for review and approval.
5. The use and implementation of County information systems and related software shall be standardized to ensure compatibility and ability to sustain growth with industry accepted software and hardware products. For departments, offices and agencies

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subject to the Agreement, exceptions to the standards must be approved by the CTO.

6. All data/information created, stored, contained or transmitted on County information systems or other County-provided equipment are subject to control by the County.
7. The County department, office or agency with primary accountability for the data/information (information "owner") shall be responsible for identifying the sensitivity / confidentiality of the information and communicating this to the users of that data/information.
8. The integration and sharing of County data/information will be conducted in accordance with State and Federal law and regulations regarding the receipt, handling, release and use of confidential information.
9. County departments, offices or agencies will implement adequate physical security controls to protect County data/information from unauthorized access, distribution, disruption and accidental loss.

Sunset Date:

This policy will be reviewed for continuance by 12-31-16.

References:

Board Policy: A-87, Competitive Procurement

C-26 Telecommuting

Administrative Manual:

Section 0090-11, Procurement of Computer and Telecommunications-Products and Services

Section 0050-03-1, Computer and Telecommunications- Solutions Planning and Development of Requirements

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Section 0050-03-3, County Information Systems- Management and Use

Section 0050-03-4, Management of Accounting and Fiscal Reporting Applications

Board Actions:

2-27-90 (48)

4-4-95 (28)

6-12-01 (21)

12-9-08 (33)

09-15-09 (16)

CAO Reference:

County Technology Office